

Minutes of Board Meeting
May 5, 2015
10:00 a.m.

Present

Trummie Patrick, Chairman
Lynda Coker
Jeff Wigington
Virginia Galloway
Todd Cowan

Not Present

Anthony Heath
Carolyn Roddy

Present via teleconference was David Connell. Also attending the conference call from the State Attorney General's Office was Ms. Angelique McClendon.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the March 11, 2015 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell began by announcing to the Board that 2015 is DDS's 10-year anniversary. In addition, he revealed the 10-year anniversary logo and stated that we were in the planning stages of activities to recognize the anniversary.

Commissioner Mikell informed the Board that this week is Public Employee Recognition Week (PERW). He shared with the Board some of the activities DDS employees have been engaging in, including wearing t-shirts that demonstrate our online services.

Commissioner Mikell also announced to the Board that DDS is receiving three awards from three different sources. Department of Administrative Services (DOAS) will recognize DDS for our HR Audit result. DDS will receive a Hermes Award for the Georgia Driver's Manual in the Creative Manual Category, and we will receive a Communitas Award for our results in the State Charitable Contribution Program last year.

Commissioner Mikell informed the Board that yesterday he met with representatives from the Department of Administrative Services (DOAS) who are responsible for the State Charitable Contribution Program (SCCP). Commissioner Mikell will be the Chairperson of the SCCP this year; DDS will be the agency Chair; and Jenine Ingram will be DDS agency coordinator.

Commissioner Mikell informed the Board that DDS has determined its path for the next five years for modernizing its current mainframe processes and for rebidding its contract for the driver's license issuance system. DDS has been working with the Governor's Office of Planning and Budget, the Department of Administrative Services, the Georgia Technology Authority, as well as the Department of Revenue (DOR), to determine the right direction for us in the future. Our first phase will be to modernize our processes currently housed on the state's mainframe. The DOR's electronic tag and title system called GRATTIS also needs to be modernized, and DOR and DDS have agreed to post an RFP jointly that would allow both agencies to move off of the mainframe using the same vendor. Launching this project jointly gives the state an opportunity to save a significant amount of money and to build a system that allows the agencies to work together more efficiently and to serve our customers more efficiently. The plan is for DOR to modernize first after a contract is awarded and for DDS to be second. During the time period that DOR is going through its mainframe modernization, DDS will begin its second phase which is to write and post an RFP for the actual license issuance system, to award a winner, and to put a new system into production. DDS' goal is to be on a new issuance system before the end of the current contract which expires in June of 2017, and this is the approximate time that DOR could be finished moving off of the mainframe and that DDS could then begin moving off of it too.

Board member Todd Cowan stated that he applauds Commissioner Mikell and the Commissioner of the Department of Revenue for their willingness to do what he believes is the best thing in bringing both agencies together for this.

Commissioner Mikell gave a brief update on the car accident that occurred in April on Interstate 16, where five Georgia Southern University nursing students were killed and two nursing students seriously injured. Brittney McDaniel, one of the surviving students, is a part-time DDS employee at the Statesboro CSC. Brittney is still hospitalized. Commissioner Mikell spoke with her mom. Brittney is expected to be released by the end of this week.

Commissioner Mikell briefed the Board on our field performance. For the month of March we had 302,000 transactions. Our average statewide wait-time was 9 minutes and 29 seconds. We again met our goal of serving 95% of our customers in 30 minutes or less. The number of individual CSCs that accomplished that goal was 57 out of 66. Every CSC had an average wait-time of less than 30 minutes. For the month of April we had 288,000 transactions. Our average statewide wait-time was 8 minutes and 4 seconds. We served over 97% of our customers within 30 minutes or less. The number of CSCs that individually met that goal was 58 out of 66. And again all 66 CSCs had an average wait-time of 30 minutes or less. We have had 14 consecutive months with an average wait-time lower than it was for the same month for the past two years.

Rick Miller, Chief Investigator, introduced several members of his staff who played a vital role in an identity fraud investigation that crossed the lines of several state agencies as well as federal agencies. Lance Taylor, Deputy Chief Investigator, outlined the details of this investigation with a PowerPoint presentation. An arrest was made due to the thoroughness of the DDS investigators. Lance Taylor thanked Lead Investigator Larry McDuffie and Supervisory Investigator Ed Byers for their involvement. The Board members applauded the investigators for their great work in unraveling this case.

Michael Mitchell, Legislative Liaison briefed the Board on the two official agency bills considered during the 2015 legislative session, HB 114 and HB 118, which were sponsored by Representative Kevin Tanner, as well as the two “unofficial” agency bills, HB 120 and SB 100, which were sponsored by Representative Terry Rogers and Senator Tyler Harper, respectively.

HB 118 would have allowed DDS to comply with two new federal regulations related to commercial drivers. The first new federal regulation prohibits drivers of commercial vehicles from holding a wireless telecommunications device while driving, using more than one button on a wireless telecommunications device to make or end a call, and reaching for a wireless telecommunications device. The second new federal regulation implements stricter standards on the issuance of commercial learner’s permits. Specifically, commercial drivers must start with a learner’s permit and hold the learner’s permit for a minimum of 14 days before upgrading to a full CDL. It also reduces the term of a commercial learner’s permit from one year to six months, and limits the number of times it can be renewed to only once. In addition, only certain endorsements are allowed on a commercial learner’s permit and the DDS has broader authority in addressing cases of fraud.

HB 114 and HB 210 were both tabled on Day 39 of Session, but most of the substantive language was attached to SB 100 in the conference committee. Generally, SB 100 allows DDS to waive the non-commercial learner’s permit fee if the knowledge test was taken through a high school or driving school. It also authorizes DDS to issue limited permits to Georgia license holders whose driving privileges are suspended by another state for conduct that occurred in that state. SB 100 enables holders of certain limited permits to drive for work-related purposes. SB 100 also eliminates driver’s license suspensions that are imposed after conviction for certain non-driving related offenses. This includes suspensions for controlled substance violations (except DUI drugs) under 21 alcohol related violations, school suspensions, and gas theft suspensions. Finally, SB 100 allows applicants for ID cards to participate in the organ donor registry and to donate \$1 to the blindness prevention fund.

Deputy Commissioner Spencer Moore briefed the Board on some organizational changes at DDS. In 2013, Field Support and the Records Management Divisions were created. As of April 16, 2015 these two divisions were eliminated, and the four work units within the divisions were assigned to other divisions. The Call Center, Help Desk and Central Issuance work units were assigned to the Field Operations Divisions. Brett Young, who reports to Field Operations Director Cynthia Sneed, will take on the management of the Central Issuance work unit and Kevin Hamlett will manage the Call Center and Help Desk work units. The Records Management work unit was assigned to the Regulatory Compliance Division. The Medical Revocation Unit to address the growing need to systematically review reported incidences of medical problems that may prevent a customer from safely operating a motor vehicle assigned to the Regulatory Compliance division.

Deputy Commissioner Spencer Moore updated the Board on the 2012 audit from the Department of Audits and Accounts Performance Audit Division follow-up on its 2012 Records Management Audit at DDS. The follow-up audit concluded that DDS has made changes to improve the completeness and the accuracy of the driver records. DDS has done so by routinely reviewing data, employing a systematic method to resolve data errors, and increasing court monitoring in total, DDS was found to have fully

implemented 3 of the recommendations, partially implemented 3 of the recommendations and had not implemented only one. Deputy Commissioner Moore stated that we continue to work on the findings by the Department of Audits and Accounts. Copies of the follow-up to the audit were provided to the Board members.

Deputy Commissioner Spencer Moore also gave a facilities update. The new Marietta CSC is scheduled to open on June 2, 2015 and the Kennesaw CSC is scheduled to open on June 16, 2015. The groundbreaking ceremony for the Paulding County CSC is scheduled for May 28, 2015. Two other facilities included within the FY2015 amended budget were Sandy Springs CSC and the Fayetteville CSC. DDS has begun the process for relocating these offices.

Deputy Commissioner Spencer Moore read out loud the bond resolution that had been provided in advance to the Board members regarding the relocation property of the Atlanta CSC.

Lynda Coker made a motion to approve the bond resolution; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Board Chairman Trummie Patrick announced that board member Carolyn Roddy has resigned from the DDS Board effective June 1, 2015.

Rule for Final Approval

Cassandra Williams, General Counsel, reviewed the following rule:

375-5-6-.15 Intervention Component

Todd Cowan motioned to approve the final rule for adoption; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

Shakim Gerard Gabriel – He is seeking a driver's license. He has a non-certified copy of his Certificate of Naturalization; a copy of an application for a Georgia's driver's license, a judgment in U.S. vs. Gabriel, a copy of his GED, a letter from Dismas Charities, Inc., a copy of his medical record, a letter from the Division of Family and Children Services, a letter from U.S. Probation Office, a Form-I797C from USCIS, a change of address confirmation, a utility bill, a copy of his S.A.V.E. Verification, and a copy of his Social Security card. Mr. Hawkins, Deputy General Council for DDS, stated the department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Martha Heath – She is seeking a Georgia ID. She has a certified copy of her birth certificate, her child's birth certificate, a 2013 application for a Georgia ID, a Social Security statement, a Medicare statement, a SSA 1099, a 2015 application for a Georgia ID, and a copy of her Georgia ID from 1992. John Hawkins, Deputy General Counsel for DDS, stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Edward Mosley – He is seeking a driver’s license. He has a copy of his marriage certificate, a copy of his child’s birth certificate, a “birth not found” letter from the Arkansas Department of Health, a 2010 Arkansas driver’s license, a 2014 Social Security statement, a copy of his medical records, a print-out from Ancestry.com; a 2015 request to Arkansas Department of Public Health for delayed birth certificate, and a 2015 Numident letter from the Social Security Administration. John Hawkins, Deputy General Counsel for DDS, stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan seconded the motion. Trummie Patrick, Lynda Coker, Virginia Galloway, Todd Cowan, and David Connell voted to approve the waiver. Jeff Wigington abstained from voting.

Vivian Villanueva – She is seeking a driver’s license. She is from Cuba and became a naturalized citizen of the U.S. in 1997. She has a copy of her grammar school diploma, her U.S. Travel Permit, her Cosmetology Certification, a copy of her marriage certificate, an Oath of Office to become a notary public in Delaware, a Medicare Insurance card, a Social Security statement, a copy of a Complaint for Divorce, a Pennsylvania driver’s license, a letter from USCIS, a S.A.V.E. verification letter, an application for a driver’s license, a Delaware Vehicle Registration, a Social Security card, and 2 letters showing residency in Comer, Georgia. John Hawkins, Deputy General Counsel for DDS, stated that the department does not support the approval of the waiver because of the inconsistencies of her documents regarding her birth year.

Jeff Wigington motioned to deny the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on June 10, 2015.

Adjournment

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made by Lynda Coker; Jeff Wigington seconded the motion with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington